



## **Error 1920: Service Parallels DEP Service (pmm\_dep\_service) failed to start**

- Parallels Mac Management 5.0
- Parallels Device Management

### **Symptoms**

- Installation of Parallels Mac Management fails with the following error: **Error 1920. Service Parallels DEP Service (pmm\_dep\_service) failed to start:**
- Following error pops up when launching **pmm\_dep\_service.exe** from Parallels Mac Management installation directory manually (keeping installer error message open): **The program cannot start because mfc100.dll/api-ms-win-crt-runtime-l1-1-0.dll is missing from your computer. Try reinstalling the program to fix this problem.**
- File **mfc100.dll/api-ms-win-crt-runtime-l1-1-0.dll** is missing in **C:\Windows\SysWOW64** directory

### **Resolution**

1. Install following Microsoft updates:
    - ◆ [KB2919355](#)
    - ◆ [KB2919442](#)
    - ◆ [KB2999226](#)
  2. Install [Microsoft Visual C++ 2010 Redistributable Package \(x86\)](#).
  3. Run Parallels Mac Management installation.
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